

OM 16-021
Effective Date: 24 Mar 2016

By Order of the Acting Assistant Director
Stewart D. Smith, DHSc/s/

TO: IHSC Public Health Service (PHS) Commissioned Corps Officers, Civilian Federal Employees and Contract Personnel

SUBJECT: Detainee Health Education

1. PURPOSE: The purpose of this Operations Memorandum (OM) is to set forth the guidance for detainee health education.

2. APPLICABILITY: This OM applies to all IHSC personnel, including but not limited to, Public Health Service (PHS) officers and federal employees supporting health care operations in ICE-owned or contracted detention facilities and to IHSC Headquarters (HQ) staff. This OM applies to contract personnel when supporting IHSC in detention facilities and at HQ.

3. AUTHORITIES AND REFERENCES:

- 3-1. Title 8, Code of Federal Regulations, section 235.3 (8 CFR 235.3), Inadmissible Aliens and Expedited Removal;
- 3-2. Section 232 of the Immigration and Nationality Act (8 USC 1222), Detention of aliens for physical and mental examination;
- 3-3. Title 8, Code of Federal Regulations, section 232 (8 CFR 232), Detention of Aliens for Physical and Mental Examination;
- 3-4. Section 322 of the Public Health Service Act (42 USC 249(a)), Medical Care and Treatment of Quarantined and Detained Persons;
- 3-5. Title 42, U.S. Code, Public Health Service Act, Section 252 (42 USC 252); Medical Examination of Aliens.
- 3-6. ERO National Detainee Handbook.

4. GUIDANCE: IHSC health care providers provide health education to all detainees in IHSC-staffed facilities.

4-1. In concert with the various disciplines and programs within IHSC, the IHSC Medical Quality Management Unit develops patient education materials for all detainees in a variety of languages. The Unit has developed handouts in multiple languages on the following topics:

- a. Medical Orientation and Health Information
- b. Detainee Health Care Rights
- c. Dealing with Stress
- d. High Blood Pressure
- e. Discharge Instructions
- f. All About the Tuberculosis Skin Test
- g. Consent to Receive Psychiatric Medication
- h. Scabies
- i. Seasonal Influenza Consent
- j. Sexual Assault
- k. Understanding Diabetes
- l. Using Medicine Safely

IHSC's officially translated patient education information is located on the IHSC Headquarters Share (S) Drive at: <S:\IHSC\Patient Education\Officially Translated Patient Education>. It is also on the ISHC Share Point site at: <Officially Translated Patient Education - All Documents>

4-2. IHSC health care providers may provide individual patient education information downloaded from reputable, evidence-based medical web sites (e.g. American Medical Association, Centers for Disease Control and Prevention, etc.)

4-3. Within 12 hours of arrival, IHSC health care providers shall provide detainees the following handouts:

- a. Medical Orientation and Health Information Brochure
- b. Dealing with Stress Brochure

- b. Detainee Health Care Rights Flyer (Traditionally posted in the Medical Clinic)
- 4-4.** Within 12 hours of arrival, health care providers provide verbal and/or written education to detainees on access to ICE medical services:
 - a. Initial medical, mental health, and dental screening.
 - b. Comprehensive Health Assessment (Physical Examination)
 - c. Sick Call
- 4-5.** During the health assessment, all detainees are provided with the Staying Healthy brochure. However, facilities are not required to wait until the health assessment to provide this brochure. If they desire to do so, they will provide it at Intake along with the Medical Orientation and Health Information, and Dealing with Stress brochures.
- 4-6.** During each clinical visit, IHSC health care providers counsel detainees on health education topics specific to their medical condition (e.g. chronic conditions, infectious disease, etc.) or their status (e.g. discharge instructions). As an example, during the clinical visit a newly-diagnosed diabetic may be provided the Understanding Diabetes brochure, or a new onset hypertensive patient may be provided with the High Blood Pressure brochure. During the clinical visit, providers also educate detainees on any new medications on which they are started. For example, a newly-diagnosed diabetic who is started on medication will be educated on that medication.
- 4-7.** All patient education is documented in the detainee's electronic health record.
- 4-8.** Quarterly, the Patient Education Coordinators conduct chart reviews to assess compliance with meeting the patient education requirements.

5. PROCEDURES: None.

6. HISTORICAL NOTES: This OM replaces Subsection 8/17 of Chapter from Chapter 8, from the legacy IHSC Policy and Procedures Manual. This is the first issuance published under the new Policy and Procedure System.

7. DEFINITIONS:

Health Care Personnel or Providers – Health care personnel or providers are credentialed individuals employed, detailed, or authorized by IHSC to deliver health care services to detainees. It includes federal and contract staff assigned

or detailed (i.e. temporary duty) who provide professional or paraprofessional health care services as part of their IHSC duties. (IHSC Operational Definition)

Medical Quality Management Unit (MQMU) – MQMU is an IHSC unit under the Deputy Assistant Director of Administration that develops and maintains policies and procedures for IHSC; interacts and coordinates with all IHSC-staffed medical facilities to ensure adherence to the accrediting body standards set forth by the accrediting bodies. In addition, MQMU oversees the IHSC Quality Improvement Program, the Risk Management Program, Compliance Investigations, and the IHSC Patient Education Program. (IHSC Operational Definition)

8. APPLICABLE STANDARDS:

8-1. Performance Based National Detention Standards (PBNDS):

- a. PBNDS 2011: Section 4.3, Medical Care, D. *Notifying Detainees about Health Care Services*
- b. PBNDS 2011: Section 6.1, Detainee Handbook

8-2. American Correctional Association (ACA):

- a. Performance-Based Standards for Adult Local Detention Facilities, 4th edition: 4-ALDF-4C-21: *Health Education*
- b. Standards for Adult Correctional Institutions, 4th edition: 4-4361: *Health Education*
- c. Performance-Based Standards for Correctional Health Care in Adult Correctional Institutions: 1-HC-1A-18: *Health Education*

8-3. National Commission on Correctional Health Care (NCCHC):

Standards for Health Services in Jails, 2014: J-F-01: *Healthy Lifestyle Promotion*